From: Flock Safety Support
To: Stephen Best
Cc: lisak@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara; Stephen Best; jake.sherman@flocksafety.com; Michael Balcorta
Subject: RE: Problems downloading Condor
Date: Tuesday, July 16, 2024 11:39:22 AM
Attachments: image001.png
image002.png

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

The issues that you are seeing seem to be a part of a larger identified technical problem among our fleet of devices at this time. Our engineers have raised the alarm and are working diligently to find a solution. Thank you for your patience!

In the meantime, I have asked our engineers to pull this timeframe for you. I will let you know as soon as I have an update!

-Rhianna

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 7/16/2024, 10:27 AM
To: support@flocksafety.com
Cc: libby.landers@flocksafety.com; elara@cityofsantamaria.org; lisak@flocksafety.com; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
Subject: RE: Problems downloading Condor

It would be nice to have the video saved in case we are still unable to download it in 30 days.

We are trying to save video from 07-07-24 from 2030-2105 Hrs. from Condor camera “C001 Grant @River Ranch -WB”

Our case number is SMPD24-0009607.

Thank you!

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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From: Flock Safety Support <support@flocksafety.com>
Sent: Tuesday, July 16, 2024 10:19 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: lisak@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
Subject: RE: Problems downloading Condor

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi there,

I will be happy to take a look! I am sorry to hear that you are having such issues. I have asked our team to take a look to see what may be going on.

Do you need our engineers to pull this for you in the meantime?

Stay safe,

Rhianna

---------- Original Message ----------
From: Flock Safety Support [support@flocksafety.com]
Sent: 7/16/2024, 7:59 AM
To: sbest@cityofsantamaria.org
Cc: lisak@flocksafety.com; libby.landers@flocksafety.com; elara@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
Subject: RE: Problems downloading Condor

Good Morning,

Apologies for the trouble! We have someone on our team that specializes in this so I am passing you over to them and you should hear back shortly.

I appreciate your patience.

Stay safe,

AC

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 7/16/2024, 10:52 AM
To: lisak@flocksafety.com; libby.landers@flocksafety.com; elara@cityofsantamaria.org; support@flocksafety.com; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
Subject: Problems downloading Condor

Flock support,

My partner tried to download our one demo Condor camera a couple days ago and kept getting (no-descript) error messages and was unable to download.

Today, I tried downloading some video from Condor.

When I click from “Live” to “Recorded” it takes more than a minute to load.

1st attempt at download failed, due to a pop-up blocks on Chrome v126.0.6478.127.

After I allowed popups, I was able to download one 5 min segment.

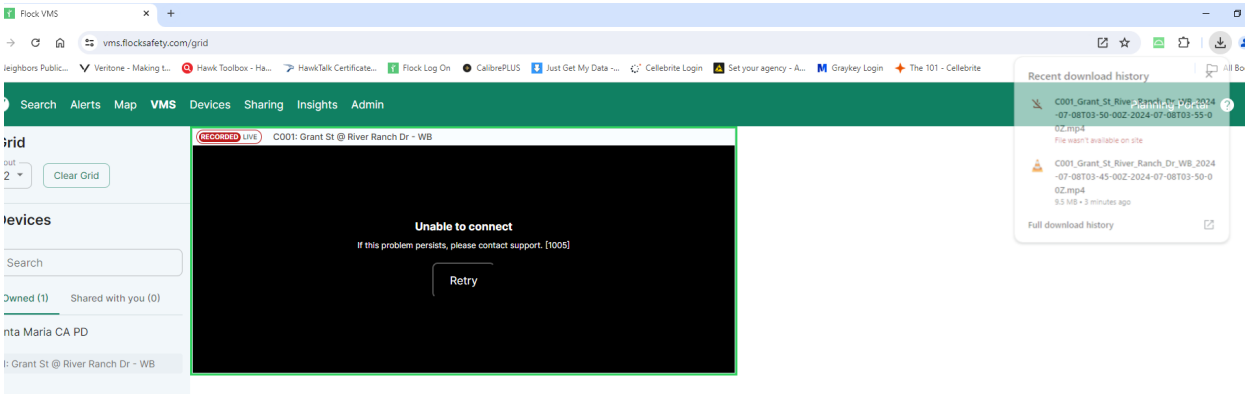
Next attempt got a long wait then error ‘Unable to connect”.

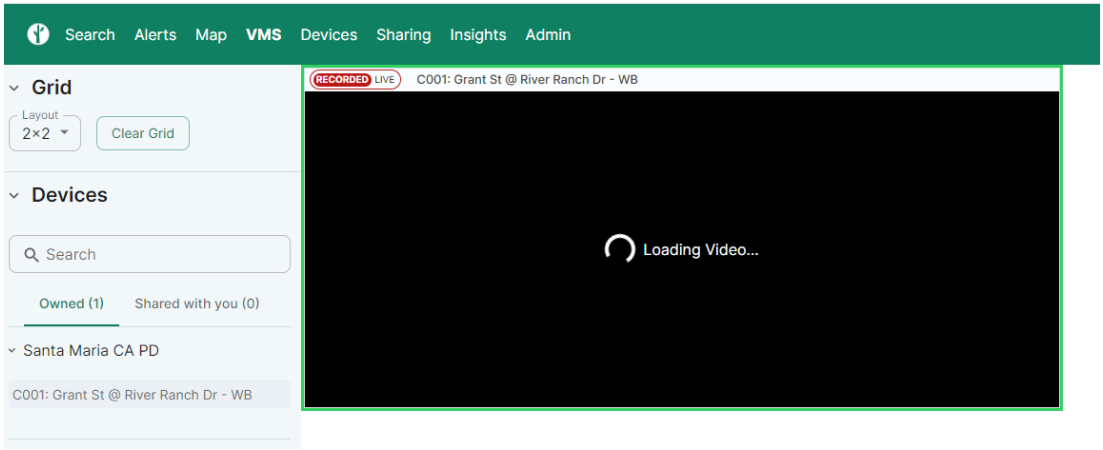
I cleared chrome cache, etc. and tried again. (clearing cache got rid of my pop up settings, so had to fix those again) Got second segment downloaded but on 3rd attempt got the “Unable to connect” error.

I cleared cache again, set up pop-up to allow all, tried getting video again and got error message.

I’ve now spent an hour trying to download one Condor camera for 7/7 from 2030-2100 Hrs. I’ve only been able to download 4 segments.

Please check to see if there is a problem on your end and offer suggestion on what I can do differently.





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